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| Classification Evaluation Date: | 3/11/2004 |
| Current Version Date: | 16/2/2016 |

**JOB DESCRIPTION FORM**

**Metropolitan Cemeteries Board**

**Client Liaison Officer**

**POSITION DETAILS**

**Classification/Level Level 2**

**Award/Agreement Public Service and Government Officers’ General Agreement 2014**

**Org Unit Client Services Division**

**Physical Location Karrakatta, Fremantle, Pinnaroo**

**REPORTING RELATIONSHIPS**

**Number of positions Supervised: NIL**

**SUPERVISOR**

**Position Number KCS004, KCS305, KCS005**

**Position Title Client Services Site Coordinator**

**Classification/Level Level 4**

**KEY WORK DESCRIPTION**

*This section provides a brief summary of the key functions of the position*

The Client Liaison Officer is responsible for providing customer-focused client information and liaison services. They must have a high level of awareness of the MCB’s role, services, products, policies and procedures.

It is critical that the Client Liaison Officer be accurate and timely with services and information to key stakeholders and clients.

The role involves the interpretation, understanding and application of legislation, MCB policies and procedures with attention to detail, accuracy and thoroughness. This position requires sound communication skills and the resilience to balance accuracy whilst exhibiting good customer skills.

**ORGANISATIONAL CONTEXT**

*This section provides a synopsis of the Organisation and its goals*

The Metropolitan Cemeteries Board (MCB) was created on 1 October 1988 to manage cemeteries in the Perth metropolitan area. The MCB is a fully self supporting statutory authority within the Western Australian Public Sector. The MCB reports to the Minister for Local Government; Community Services; Seniors and Volunteering; Youth.

Revenue is raised from the fees and charges for the services and products provided at the MCB’s cemeteries. Revenue raised is allocated for the provision of current and future operations and the development of facilities.

The Board of the MCB consists of a Chairman, Deputy Chairman and five members, all appointed by the Governor in Council and responsible to the Minister for Local Government; Community Services; Seniors and Volunteering; Youth.

Through the Chief Executive Officer, the MCB manages six cemeteries and memorial garden sites around Perth: Karrakatta, Pinnaroo Valley Memorial Park, Fremantle, Midland, Guildford and Rockingham Regional Memorial Park. The MCB also participates in the management of East Rockingham Pioneer Cemetery.

**WORK DESCRIPTION**

*This section outlines the results and outcomes required of an individual in this position*

**ORGANISATIONAL DUTIES**

* Participates as required in the development and implementation of the MCB’s Operational Plans and other corporate initiatives.
* Participates as required in the development and implementation of appropriate work team plans.
* Establishes and maintains effective working relationships with peers and colleagues to achieve team and Division operational objectives.
* Participates in the MCB’s performance management system.
* Undertakes all duties consistent with EEO, safety and health legislative requirements.
* Performs all aspects of the role honestly and in accordance with the MCB’s Code of Conduct and it’s values of Compassion, Respect, Understanding and Integrity.
* Participates on relevant internal and/or external committees and and/or working parties.
* Other duties as directed, according to organisational needs.

**CUSTOMER AND STAKEHOLDER MANAGEMENT AND LIAISON**

* Delivers excellent customer service, in line with the MCB’s Customer Service Charter.
* Responds to client enquiries on any aspect of the MCB’s services, products, programs, policies, legislation and regulations.
* Ensures all processes comply with legislation.
* Handles and resolves sensitive and complex enquiries and complaints and reports to the Client Services Site Coordinator as appropriate.
* Provides information to industry, individuals and community groups.

**ADMINISTRATIVE DUTIES**

* Accurately maintains data using the Cemetery Records System (CRS) as required in accordance with legislation, policies and procedures.
* Maintains and compiles statistics on public enquiries and correspondence.
* Processes funeral booking requests.
* Assists with the accurate preparation of relevant paperwork at the time of the funeral arrangements.
* Accurately prepares and processes applications, paperwork and receipts payments for the MCBs services and products.
* Works with funeral directors to ensure services run in a timely manner in accordance with MCB legislation, policies and procedures.
* Researches and produces correspondence.
* Prepares and presents urns and documentation for the collection of cremated remains by clients.

**CONTINUOUS IMPROVEMENT**

* Monitors and analyses trends in funerals and reports on significant implications.
* Participates in the development of new products and services and the continuous improvement of marketing approaches, processes, systems and work tools.

**TEAM WORK AND PLANNING**

* Participates as a member of the Client Liaison Team in the setting and monitoring of team goals.
* Assists with the training of other staff within the team.
* Undertakes duties in other teams as necessary when staff are absent or on leave.
* May be directed to work at any MCB site.
* Liaises with other teams and directorates as required.

**WORK RELATED REQUIREMENTS**

**ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS**

*In the context of this position, demonstrate:*

* Ability to work productively and maintain a high level of accuracy and excellent customer focus in a high volume work environment.
* Sound verbal and written communication skills, including a demonstrated ability to communicate sensitively with all people.
* Ability and or experience in resolving complex issues.
* Computer literacy, including skills in word processing packages, email and internet use.
* Ability to interpret and apply legislation, policies and procedures.
* Commitment to ethical decision making.

**DESIRABLE**

* Understanding of and experience in working in an environment requiring a balance between commercial and community obligations.

**ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS**

‘Australian Permanent Residency’ status is a minimum requirement for permanent appointments to the WA Public Sector,

A 100 point identification check will be conducted by the MCB prior to recommendation for appointment.

**CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

**Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Manager/Coordinator**

**Date:**

**Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager Human Resource and Organisational Development**

**Date:**